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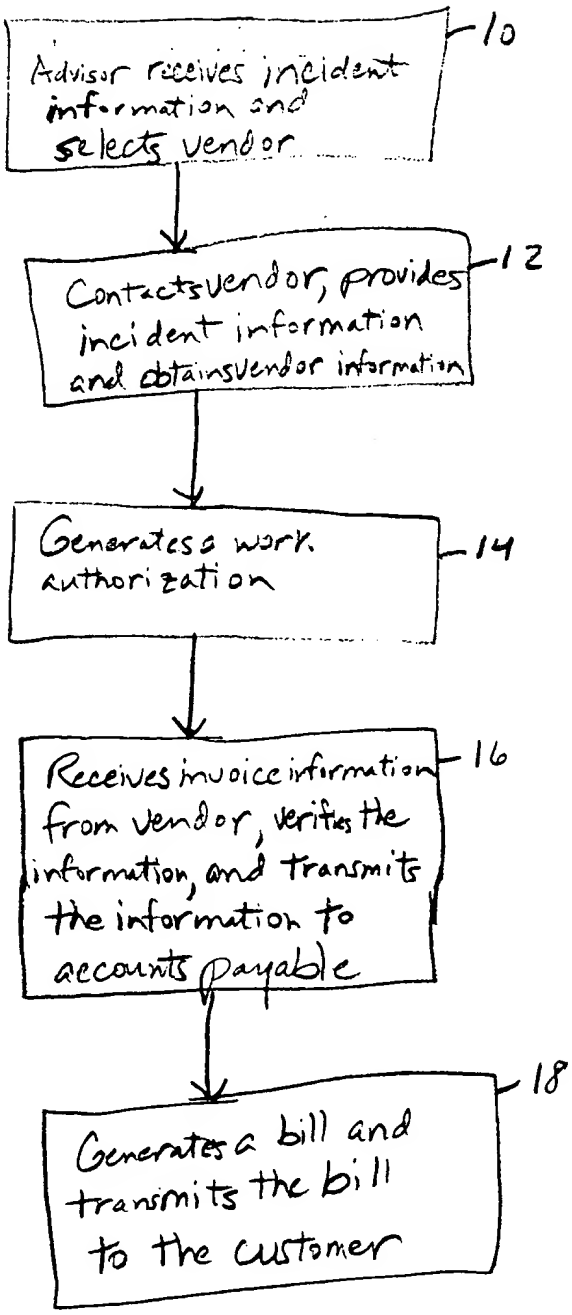
Figure 1



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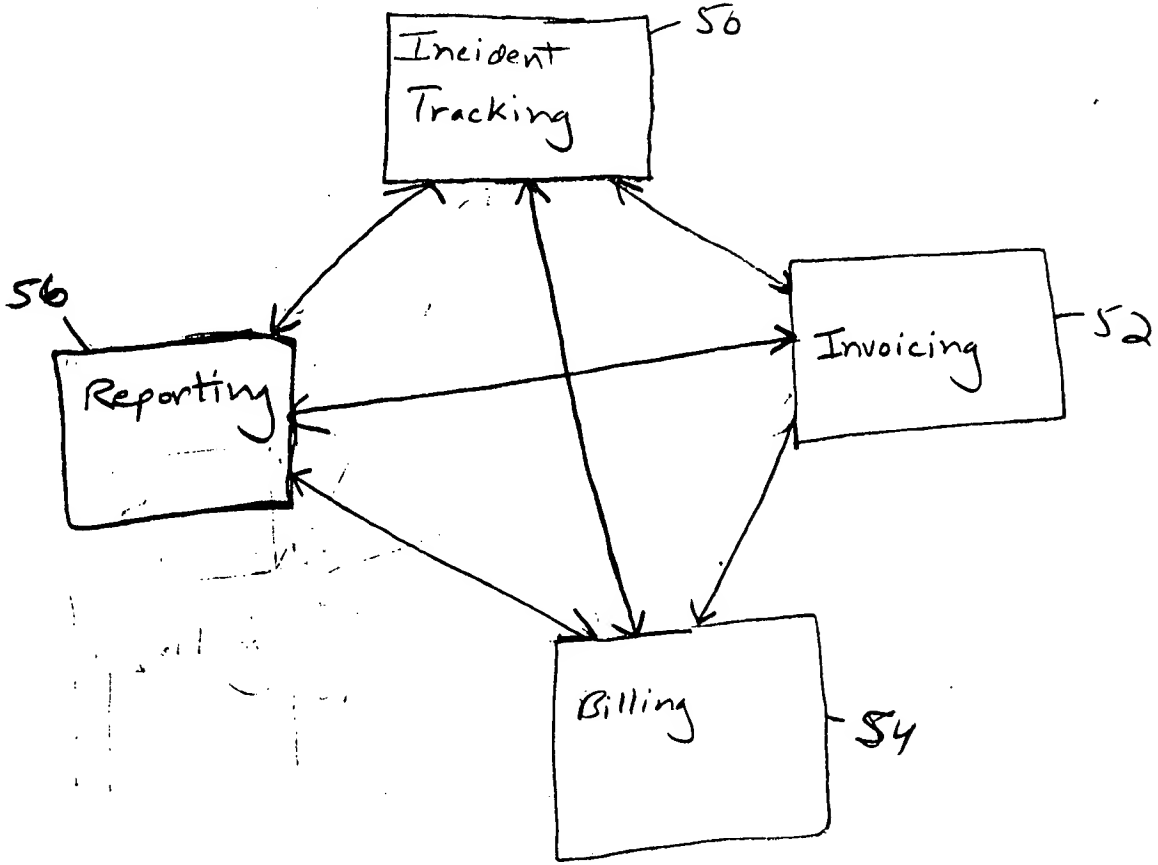

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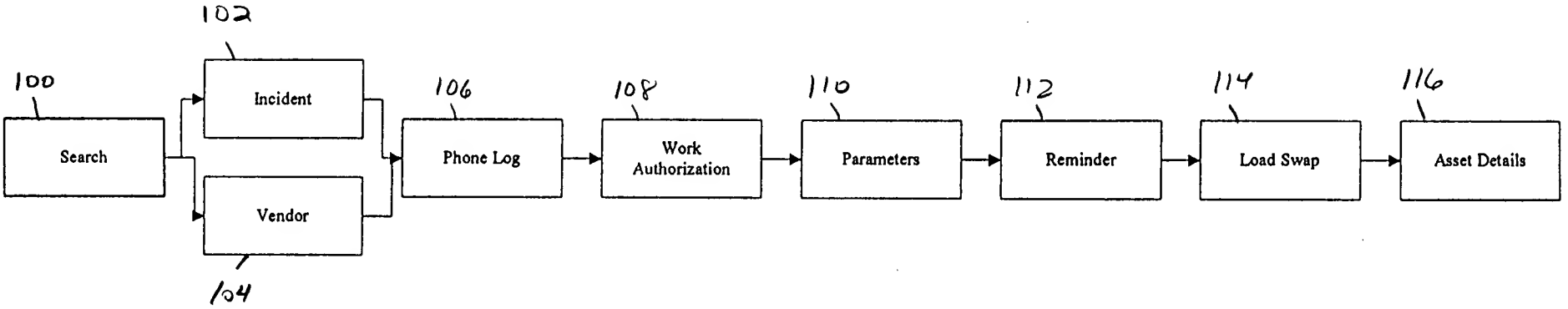
100
102
Incident
Search
Vendor
104
106
Phone Log
108
Work Authorization
110
Parameters
112
Reminder
114
Load Swap
116
Asset Details

Figure 4 of 4

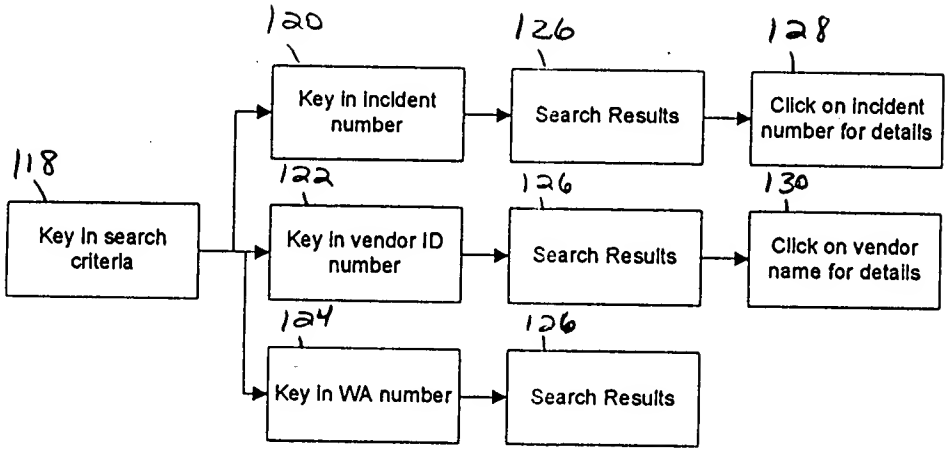
118
Key in search criteria
120
Key in incident number
122
Key in vendor ID number
124
Key in WA number
126
Search Results
126
Search Results
126
Search Results
128
Click on incident number for details
130
Click on vendor name for details

Figure 5

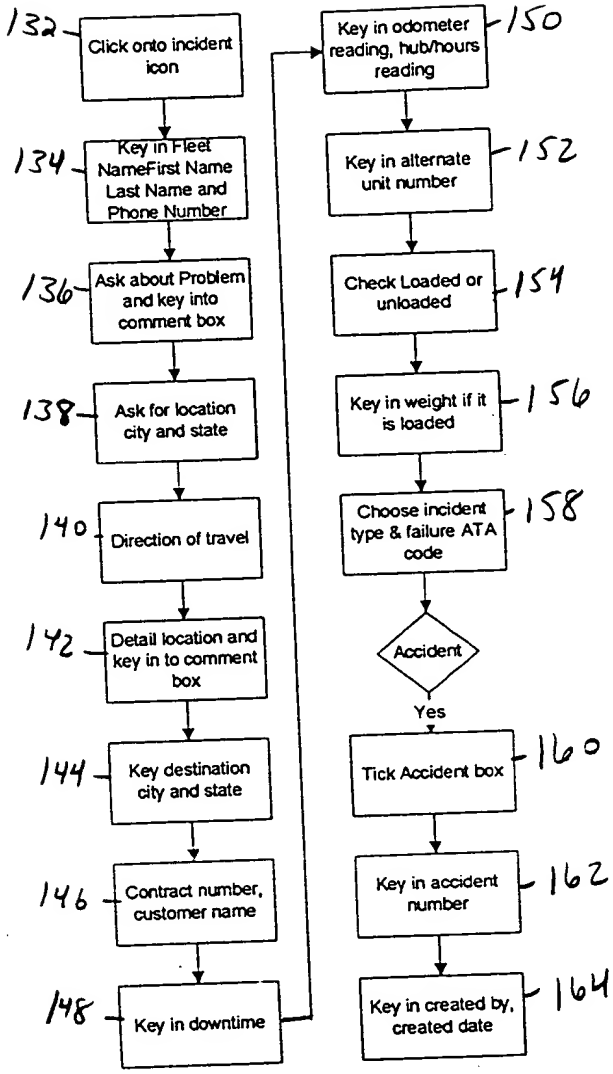

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Figure 6

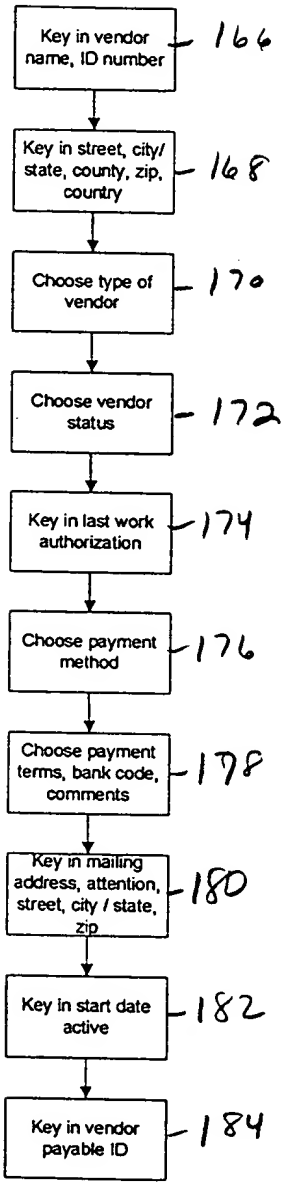

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Figure 7

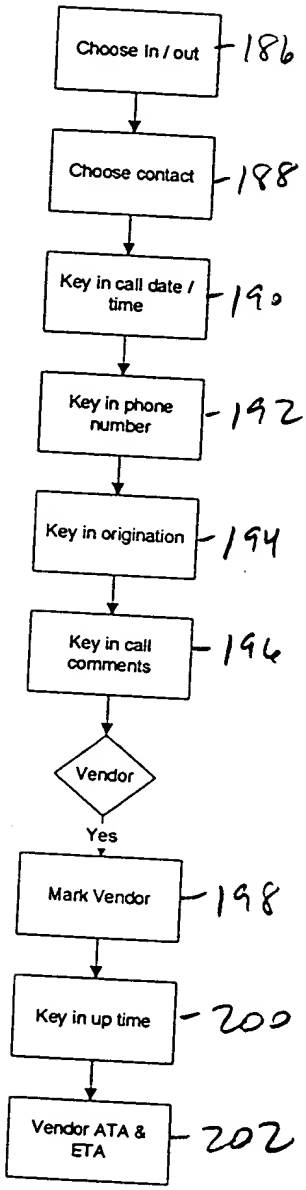

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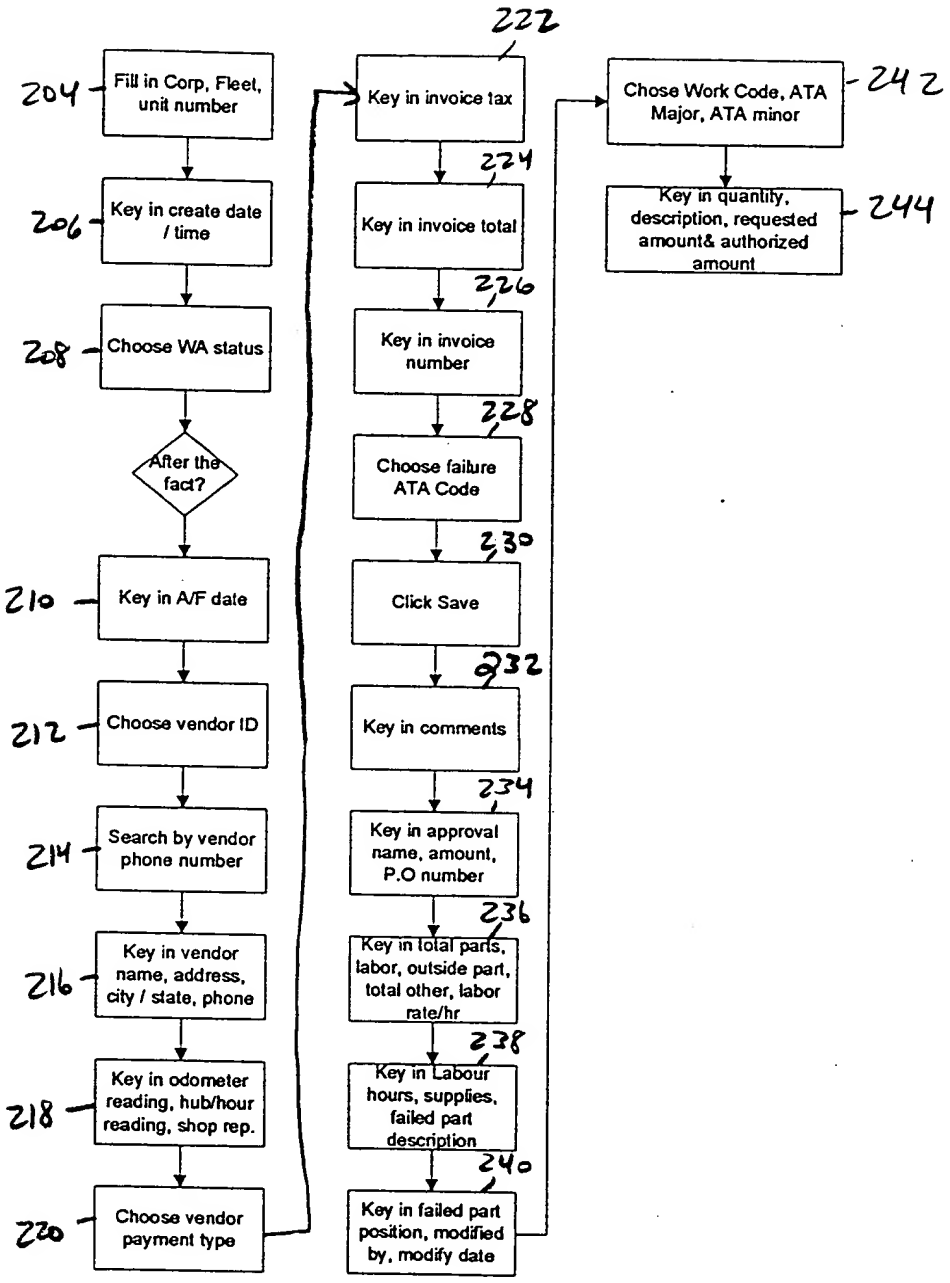
Figure 8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Fill in Corp, Fleet, unit number
206
Key in create date / time
208
Choose WA status
After the fact?
210
Key in A/F date
212
Choose vendor ID
214
Search by vendor phone number
216
Key in vendor name, address, city / state, phone
218
Key in odometer reading, hub/hour reading, shop rep.
220
Choose vendor payment type
222
Key in invoice tax
224
Key in invoice total
226
Key in invoice number
228
Choose failure ATA Code
230
Click Save
232
Key in comments
234
Key in approval name, amount, P.O number
236
Key in total parts, labor, outside part, total other, labor rate/hr
238
Key in Labour hours, supplies, failed part description
240
Key in failed part position, modified by, modify date
242
Chose Work Code, ATA Major, ATA minor
244
Key in quantity, description, requested amount& authorized amount

Figure 9

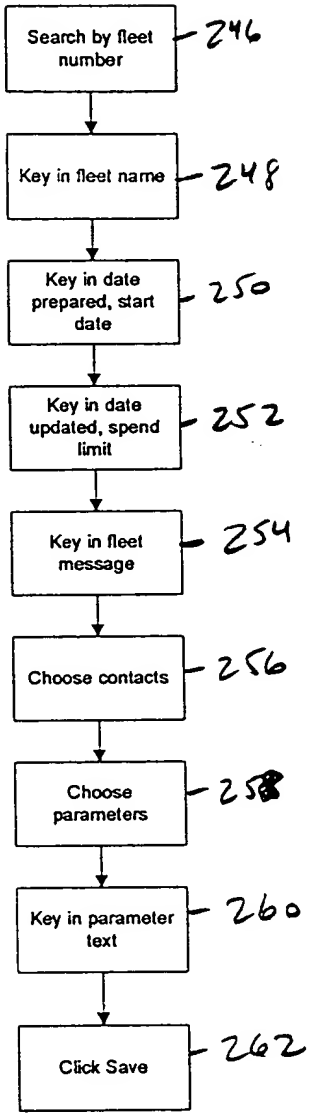

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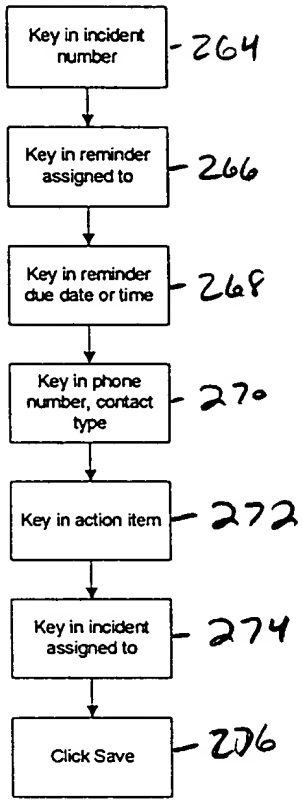
Figure 10



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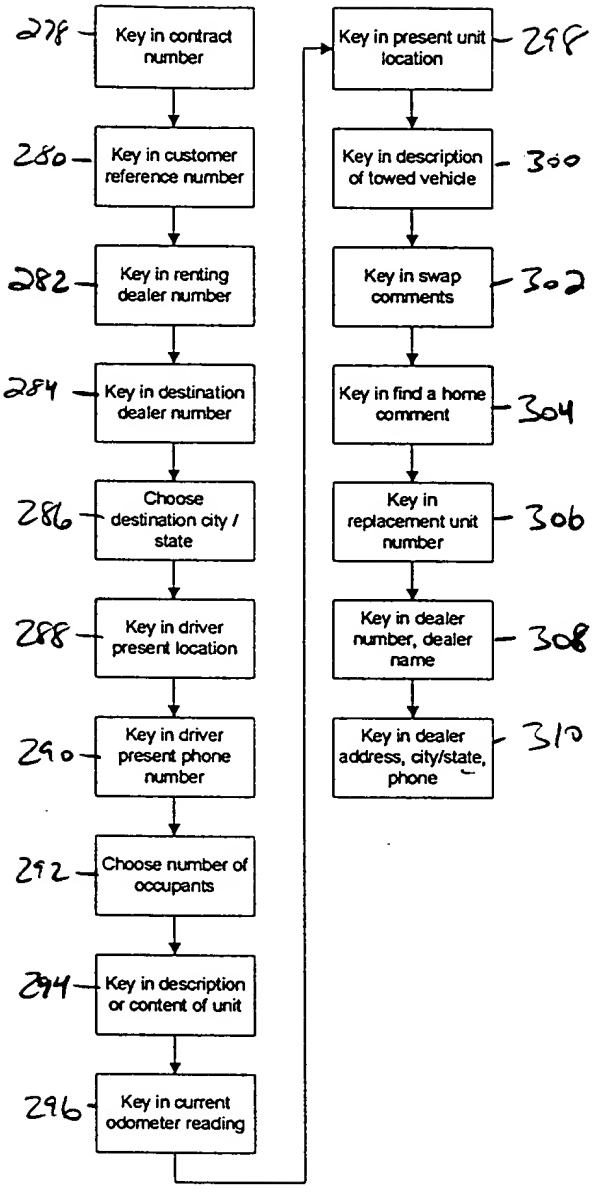
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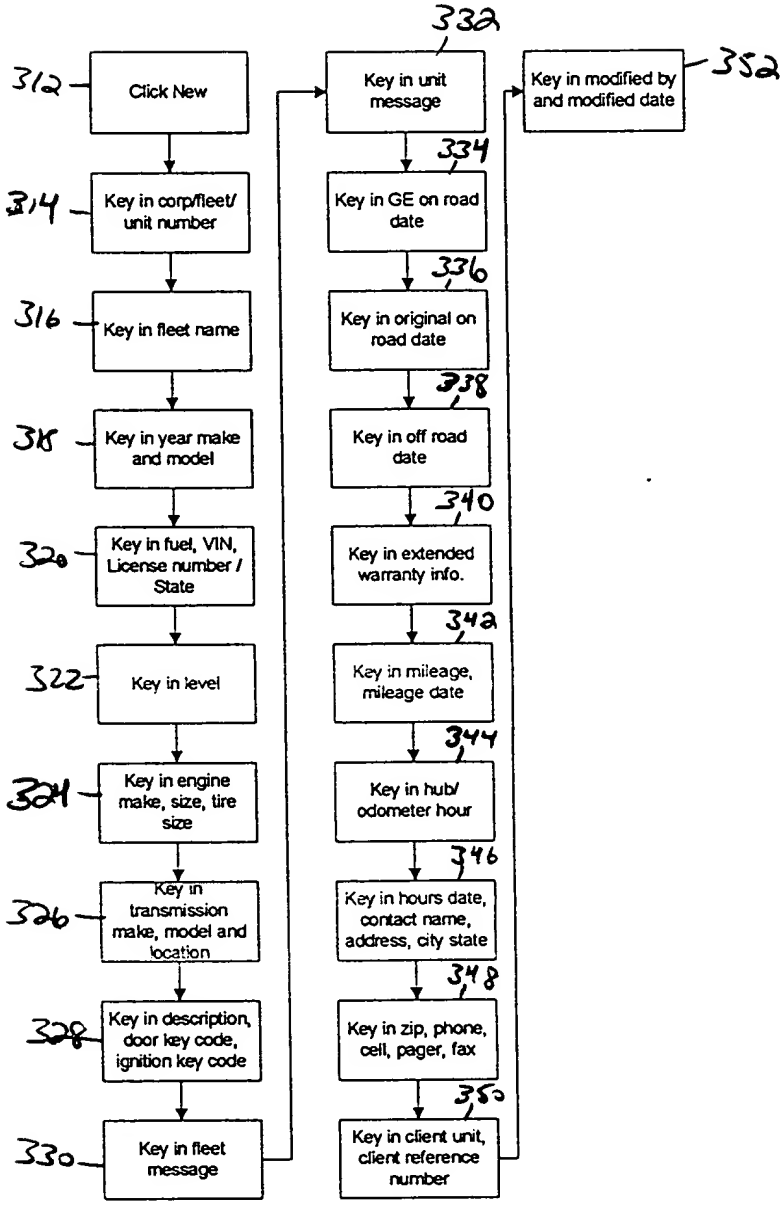
Key in contract number
280
Key in customer reference number
282
Key in renting dealer number
284
Key in destination dealer number
286
Choose destination city / state
288
Key in driver present location
290
Key in driver present phone number
292
Choose number of occupants
294
Key in description or content of unit
296
Key in current odometer reading
298
Key in present unit location
300
Key in description of towed vehicle
302
Key in swap comments
304
Key in find a home comment
306
Key in replacement unit number
308
Key in dealer number, dealer name
310
Key in dealer address, city/state, phone

Figure 12



Doc Code: Appeal Brief

Figure 13

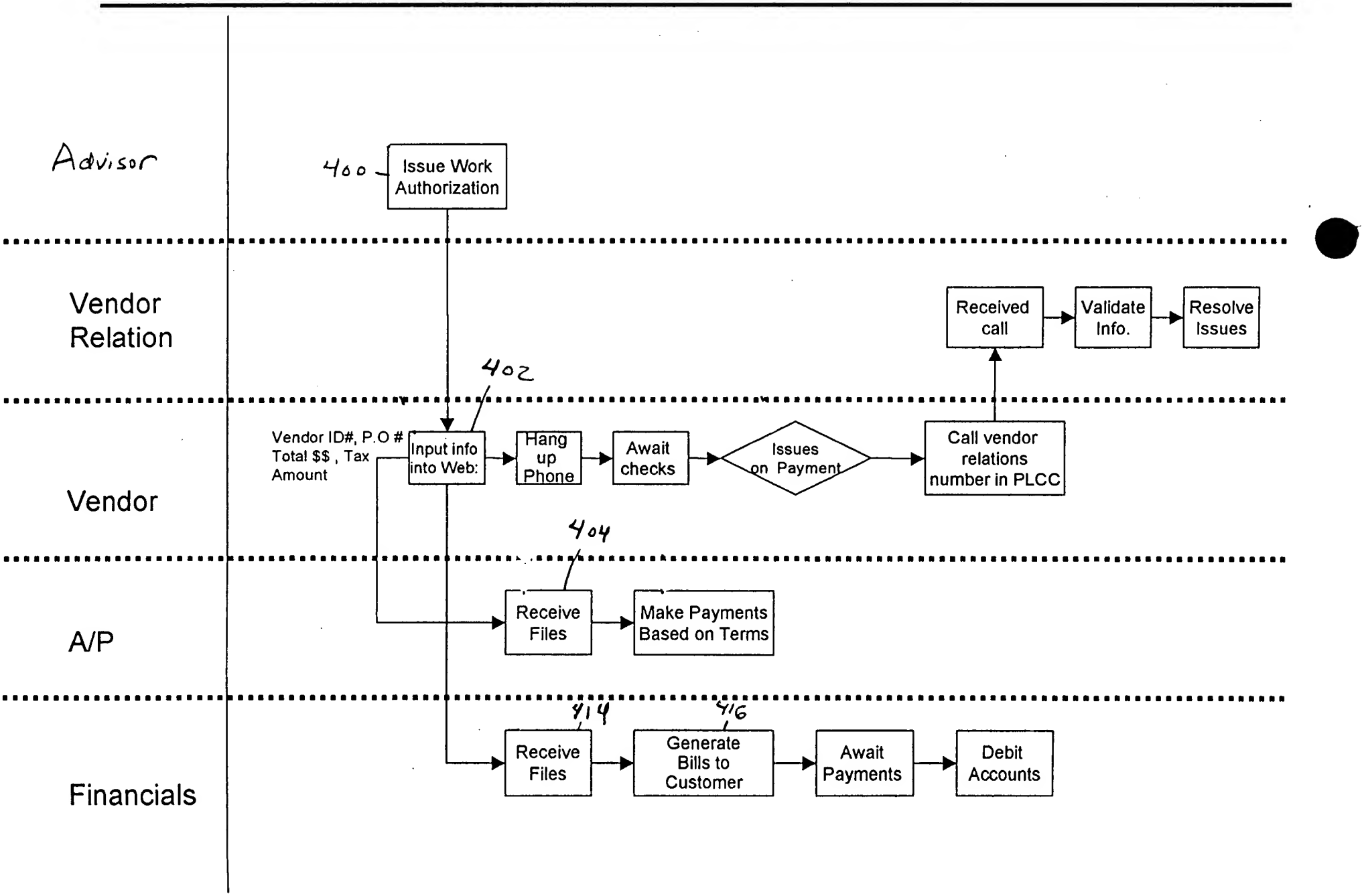

Advisor
400
Issue Work Authorization
Vendor Relation
Received call
Validate Info.
Resolve Issues
402
Vendor ID#, P.O # Total $$, Tax Amount
Input info into Web:
Hang up Phone
Await checks
Issues on Payment
Call vendor relations number in PLCC
Vendor
404
Receive Files
Make Payments Based on Terms
A/P
414
416
Receive Files
Generate Bills to Customer
Await Payments
Debit Accounts
Financials

Figure 14

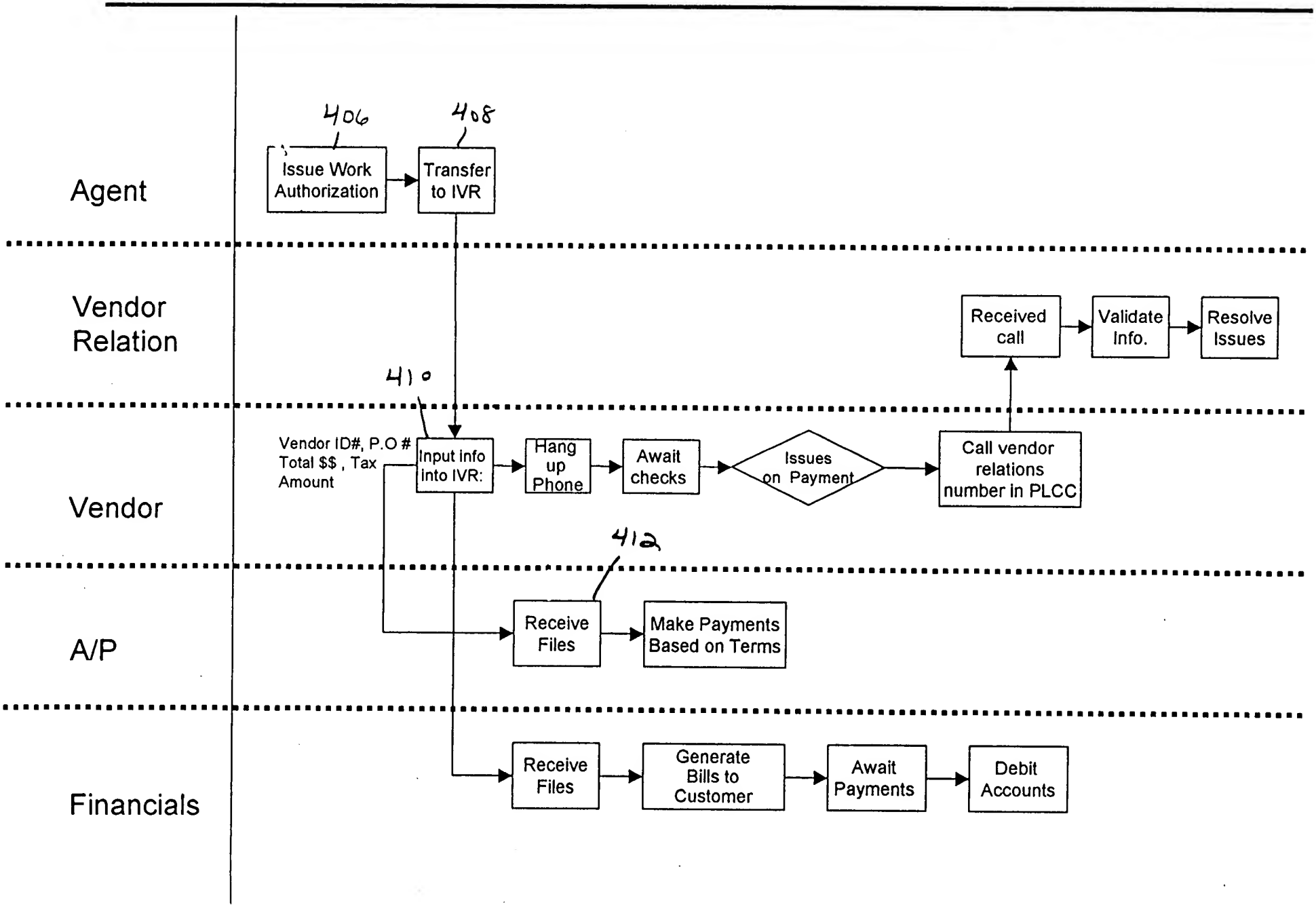

406
408
Agent
Issue Work Authorization
Transfer to IVR
Vendor Relation
Received call
Validate Info.
Resolve Issues
410
Vendor ID#, P.O # Total $$, Tax Amount
Input info into IVR:
Hang up Phone
Await checks
Issues on Payment
Call vendor relations number in PLCC
Vendor
412
Receive Files
Make Payments Based on Terms
A/P
Receive Files
Generate Bills to Customer
Await Payments
Debit Accounts
Financials

Figure 15

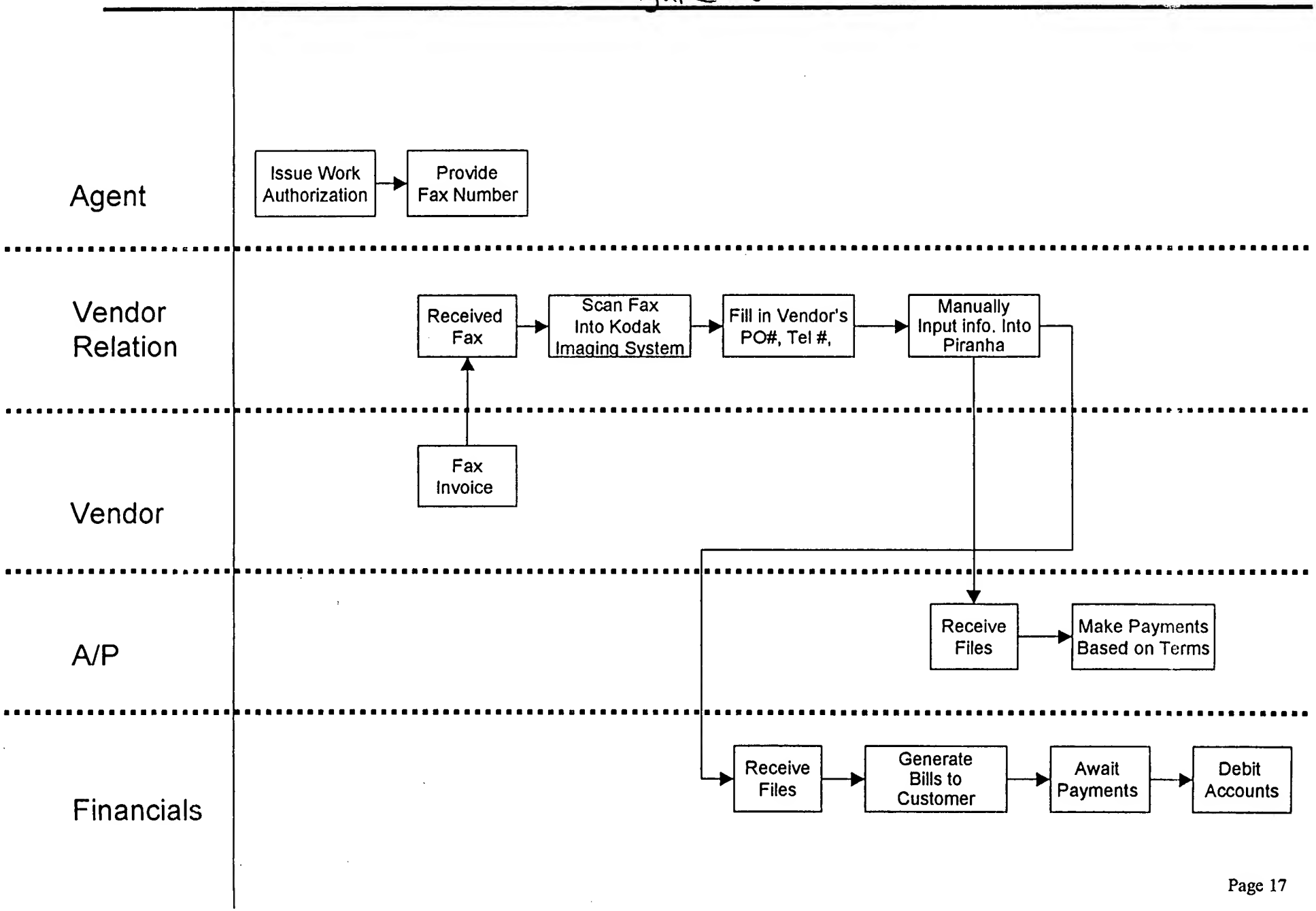

Agent
Issue Work Authorization
Provide Fax Number
Vendor Relation
Received Fax
Scan Fax Into Kodak Imaging System
Fill in Vendor's PO#, Tel #,
Manually Input info. Into Piranha
Vendor
Fax Invoice
A/P
Receive Files
Make Payments Based on Terms
Financials
Receive Files
Generate Bills to Customer
Await Payments
Debit Accounts

Figure 16

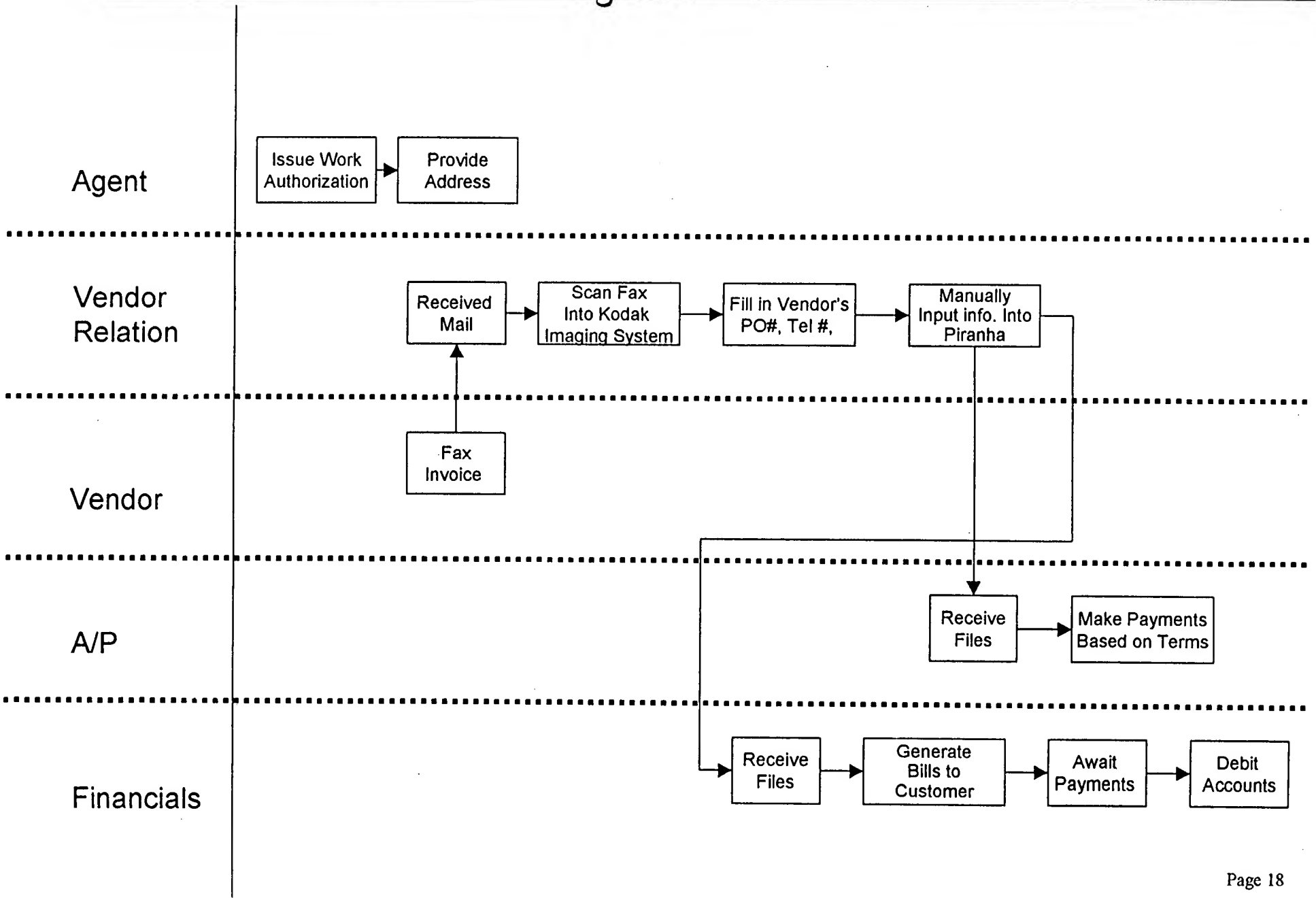
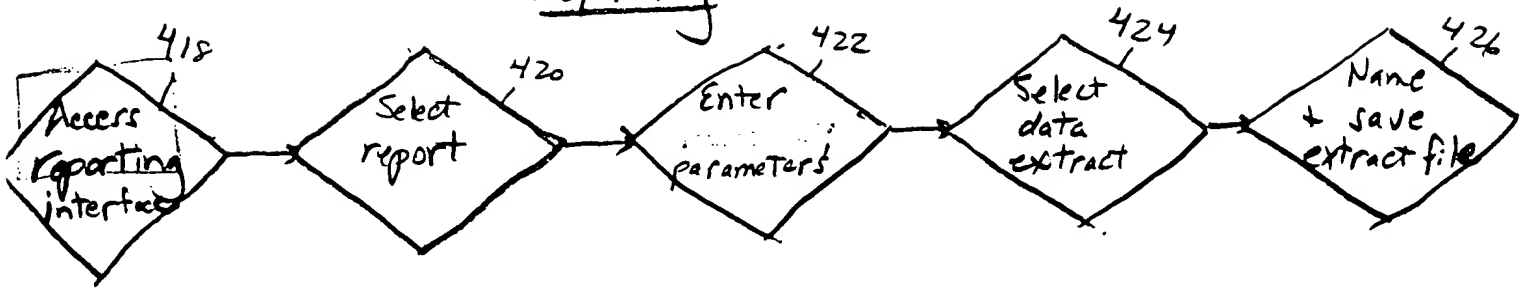

Agent
Issue Work Authorization
Provide Address
Vendor Relation
Received Mail
Scan Fax Into Kodak Imaging System
Fill in Vendor's PO#, Tel #,
Manually Input info. Into Piranha
Vendor
Fax Invoice
A/P
Receive Files
Make Payments Based on Terms
Financials
Receive Files
Generate Bills to Customer
Await Payments
Debit Accounts

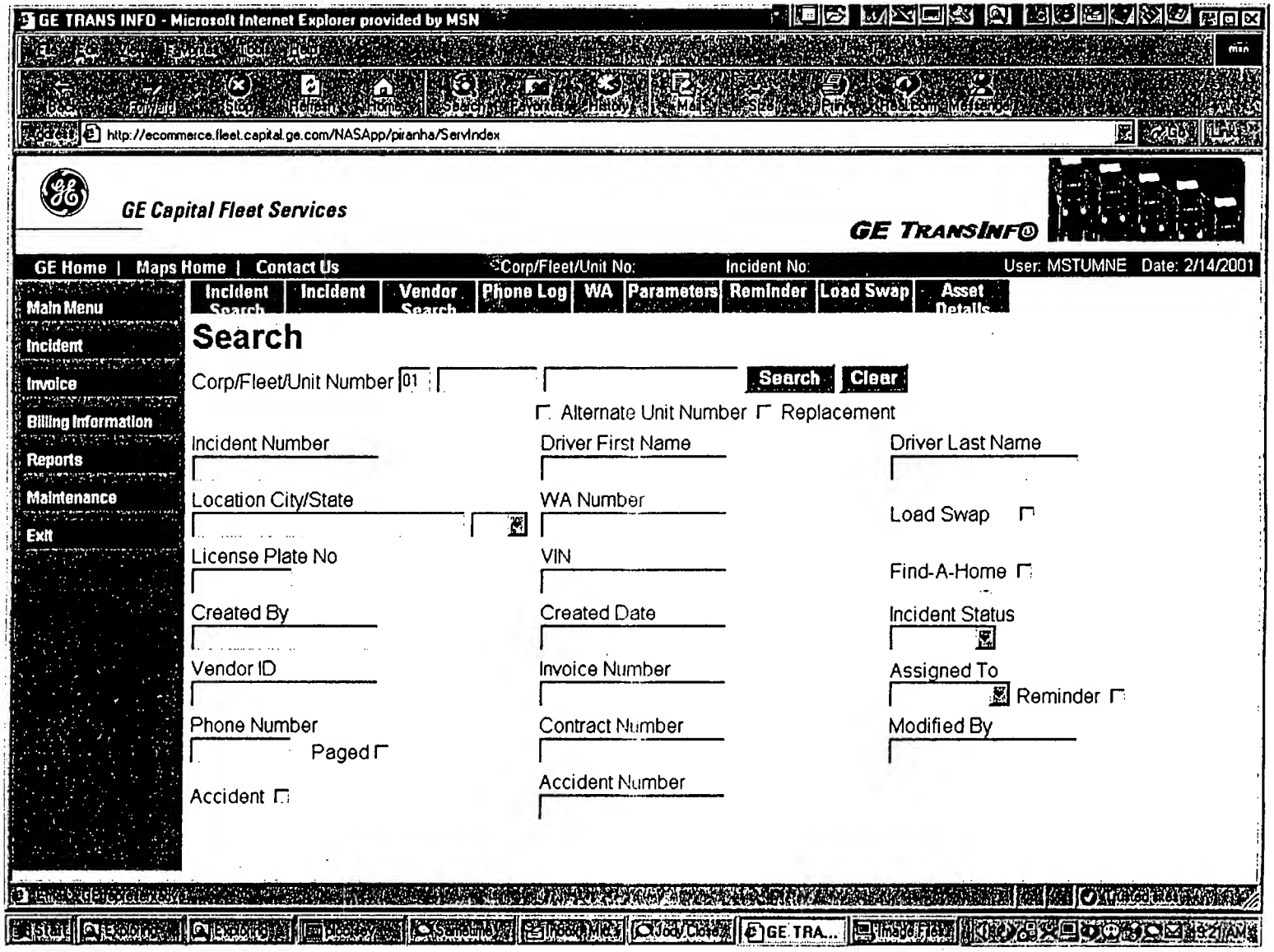
Figure 17

Reporting



Docket No. 0425.0

Figure 1 of 8


GE TRANS INFO - Microsoft Internet Explorer provided by MSN
http://ecommerce.fleet.capital.ge.com/NASApp/piranha/ServIndex
GE Capital Fleet Services
GE TRANSINFO
GE Home | Maps Home | Contact Us
Corp/Fleet/Unit No:
Incident No:
User: MSTUMNE Date: 2/14/2001
Main Menu
Incident
Invoice
Billing Information
Reports
Maintenance
Exit
Incident Search
Incident
Vendor Search
Phone Log
WA
Parameters
Reminder
Load Swap
Asset Details
Search
Corp/Fleet/Unit Number
01
Search
Clear
Alternate Unit Number
Replacement
Incident Number
Driver First Name
Driver Last Name
Location City/State
WA Number
Load Swap
License Plate No
VIN
Find-A-Home
Created By
Created Date
Incident Status
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Invoice Number
Assigned To
Reminder
Phone Number
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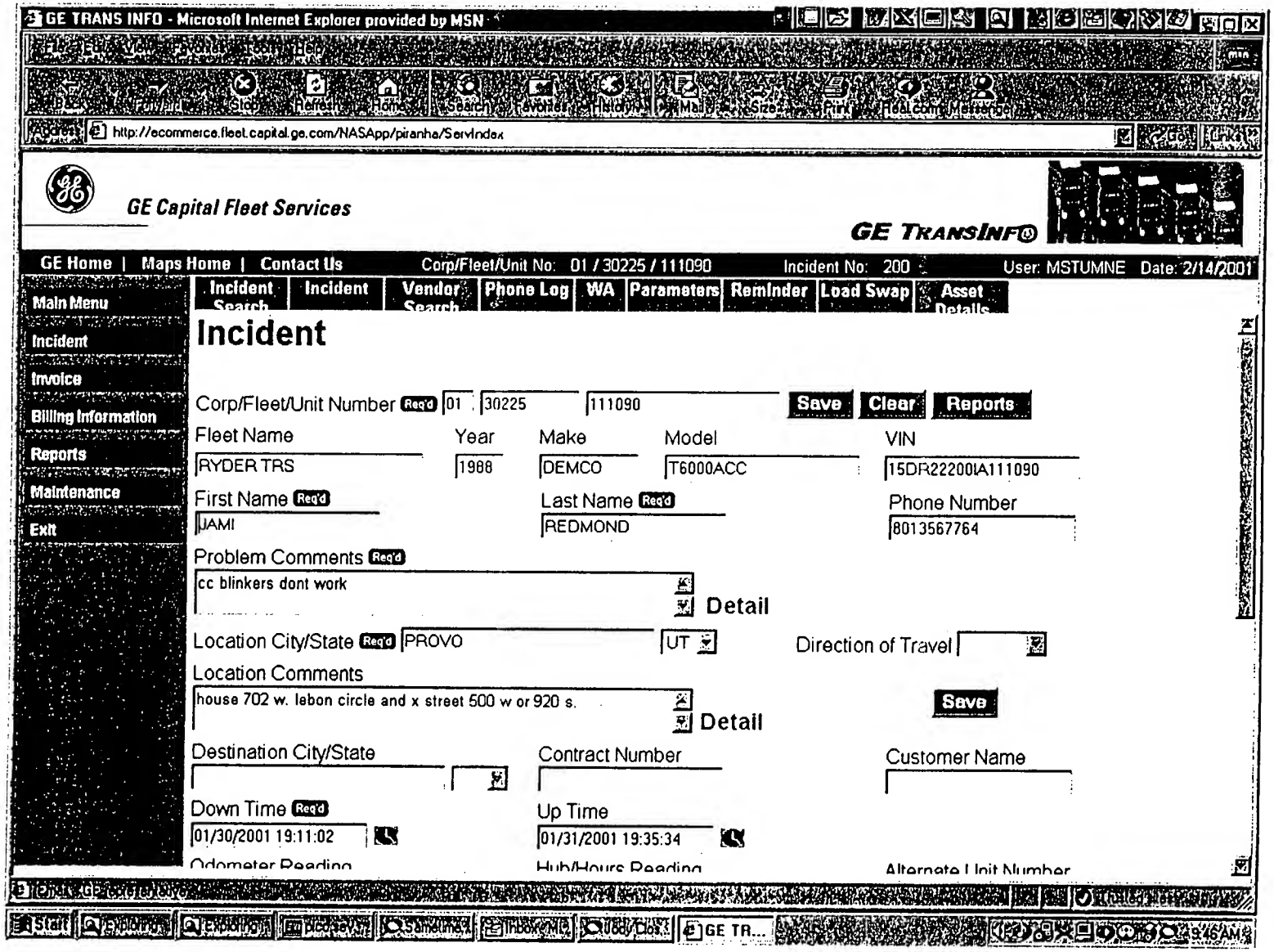
Contract Number
Modified By
Accident
Accident Number

Figure 24 of 860



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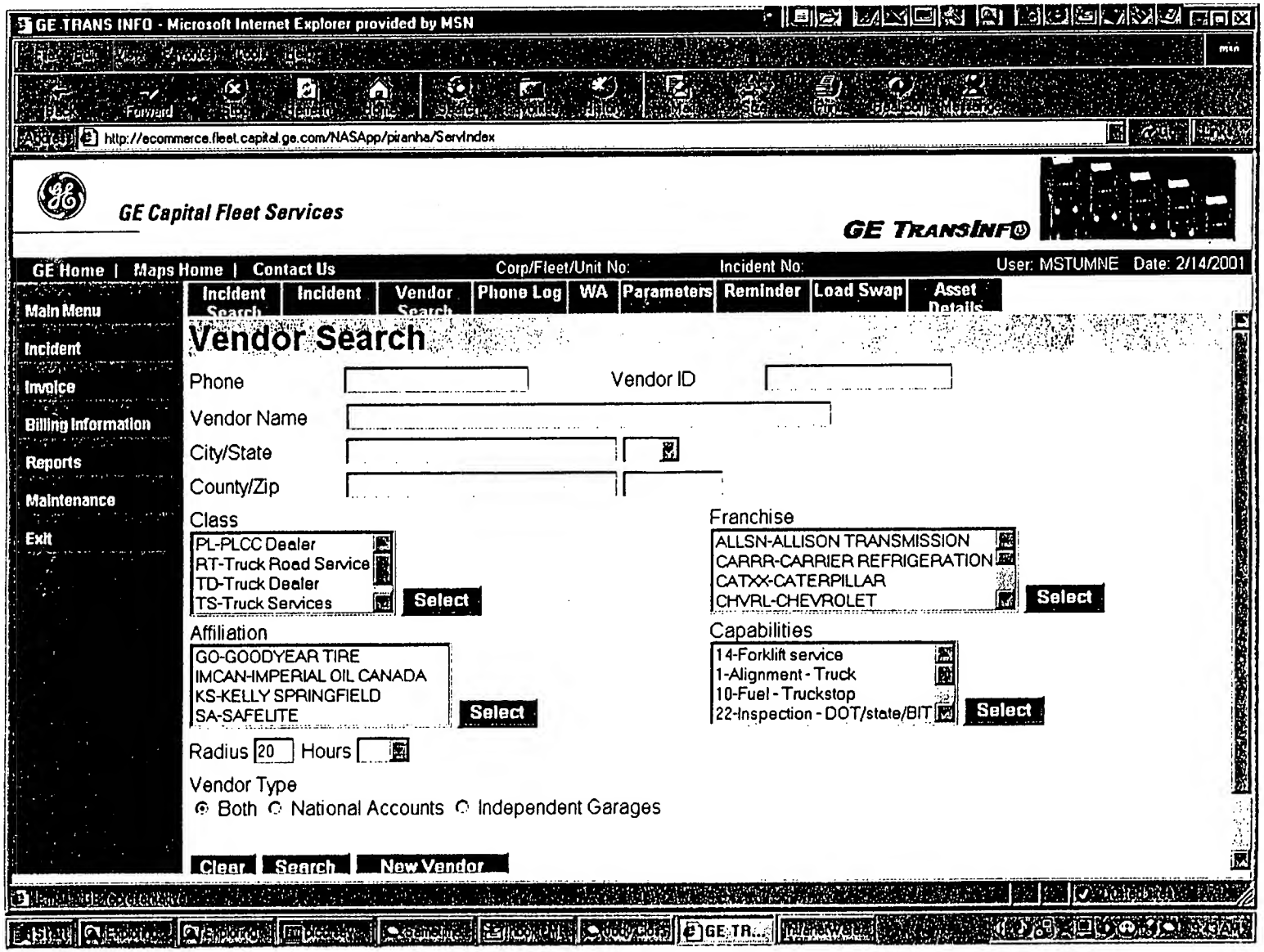
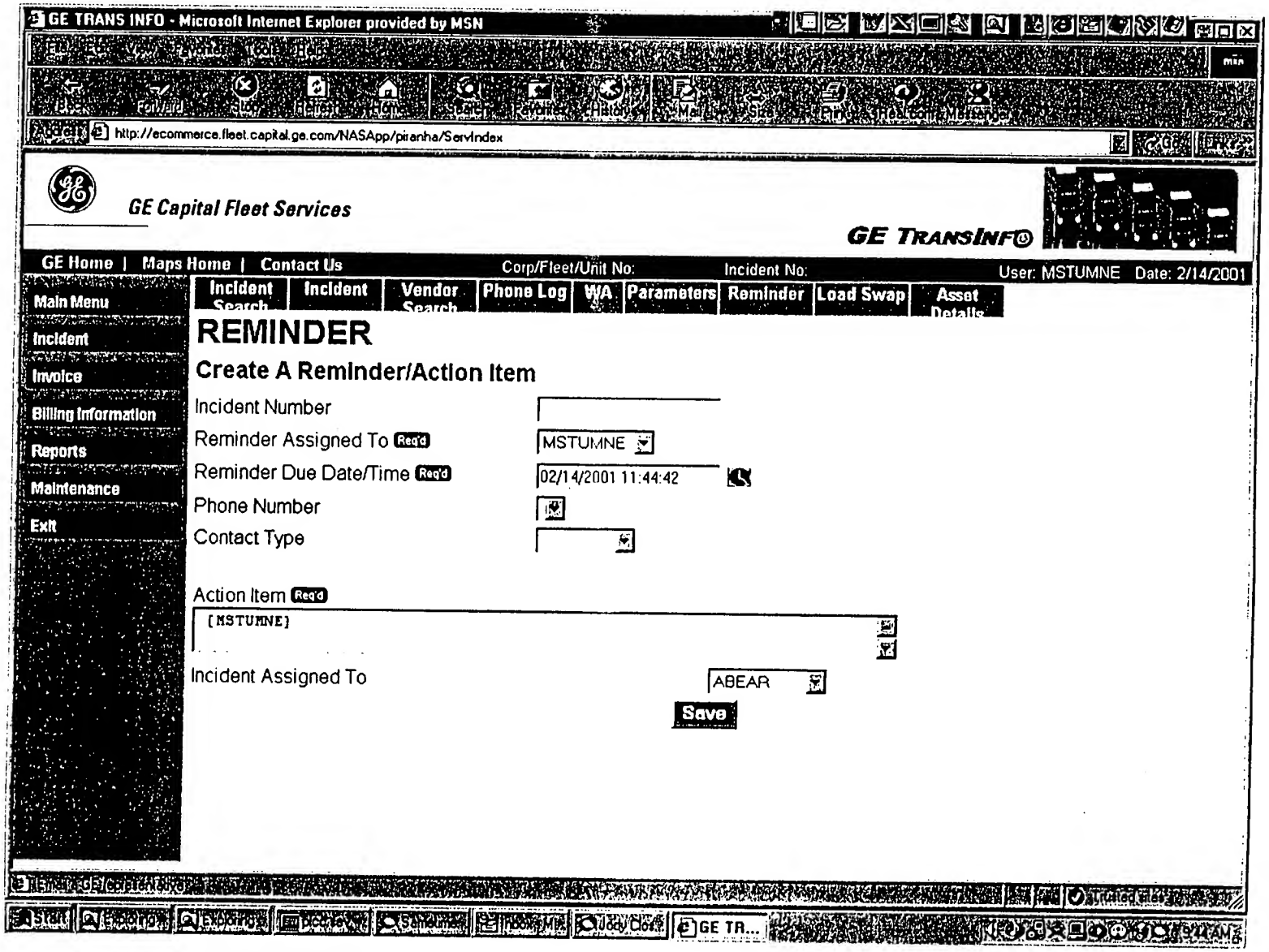


TOEgura 24h8Th860



TOS2h0" 2h8Th860

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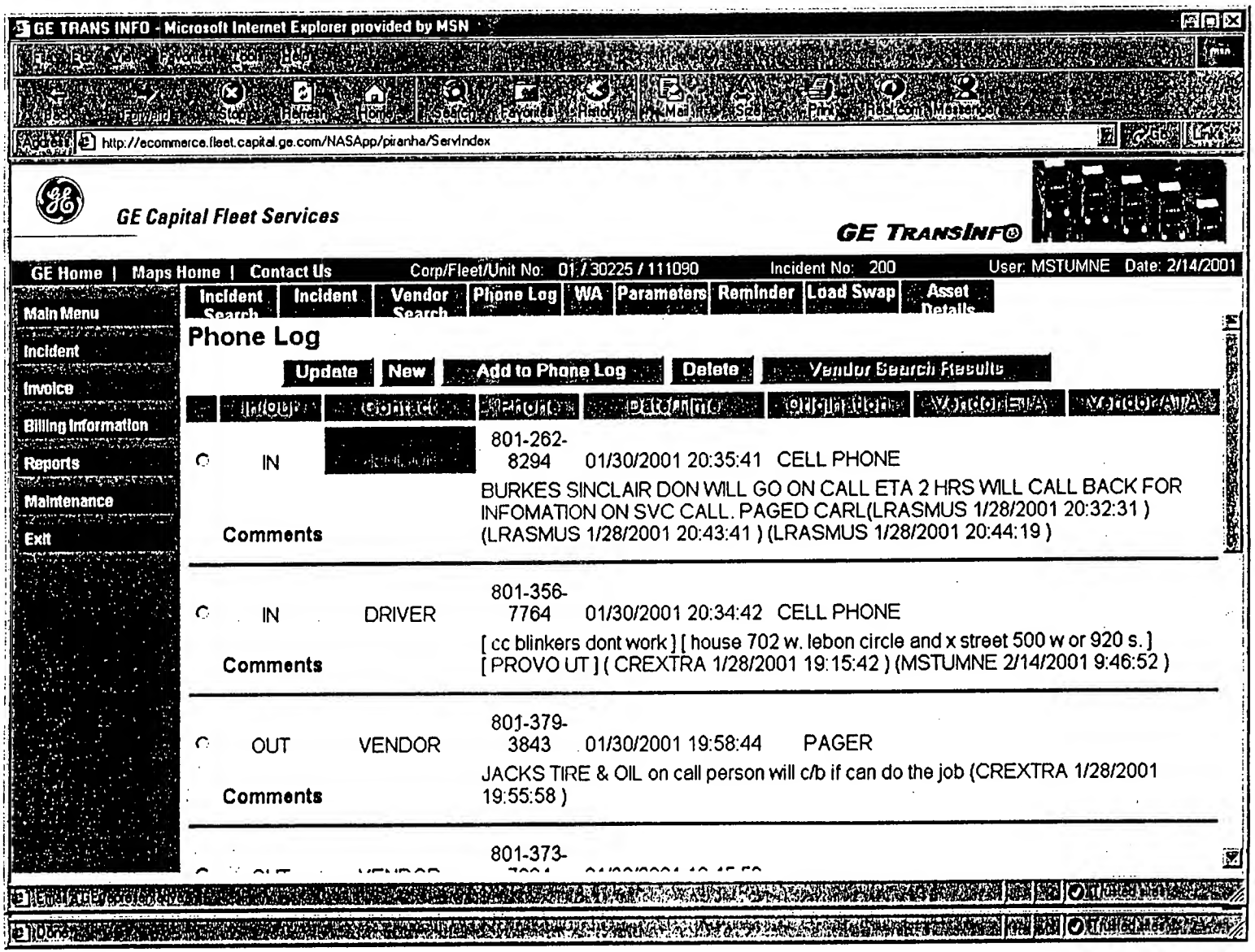
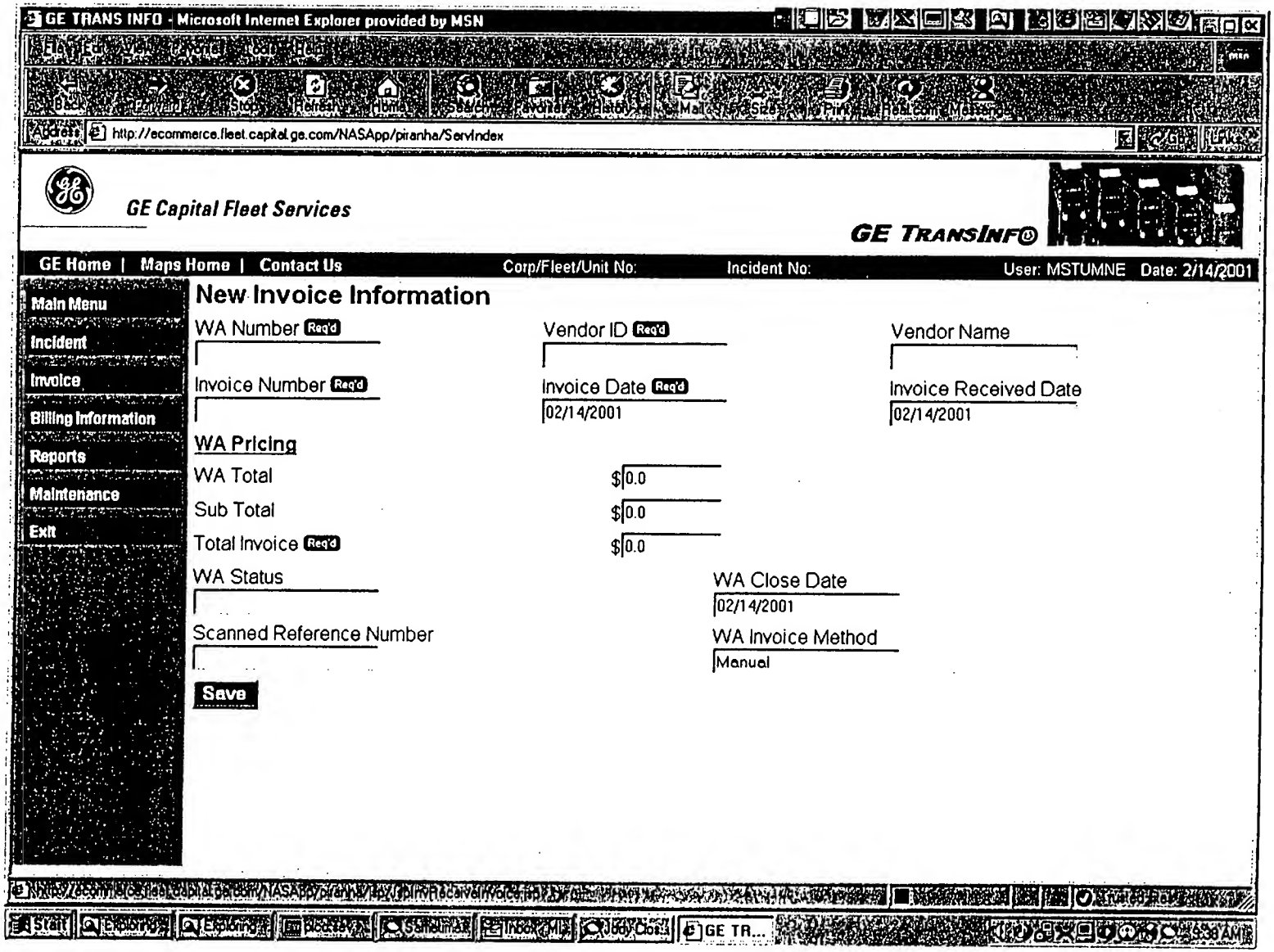
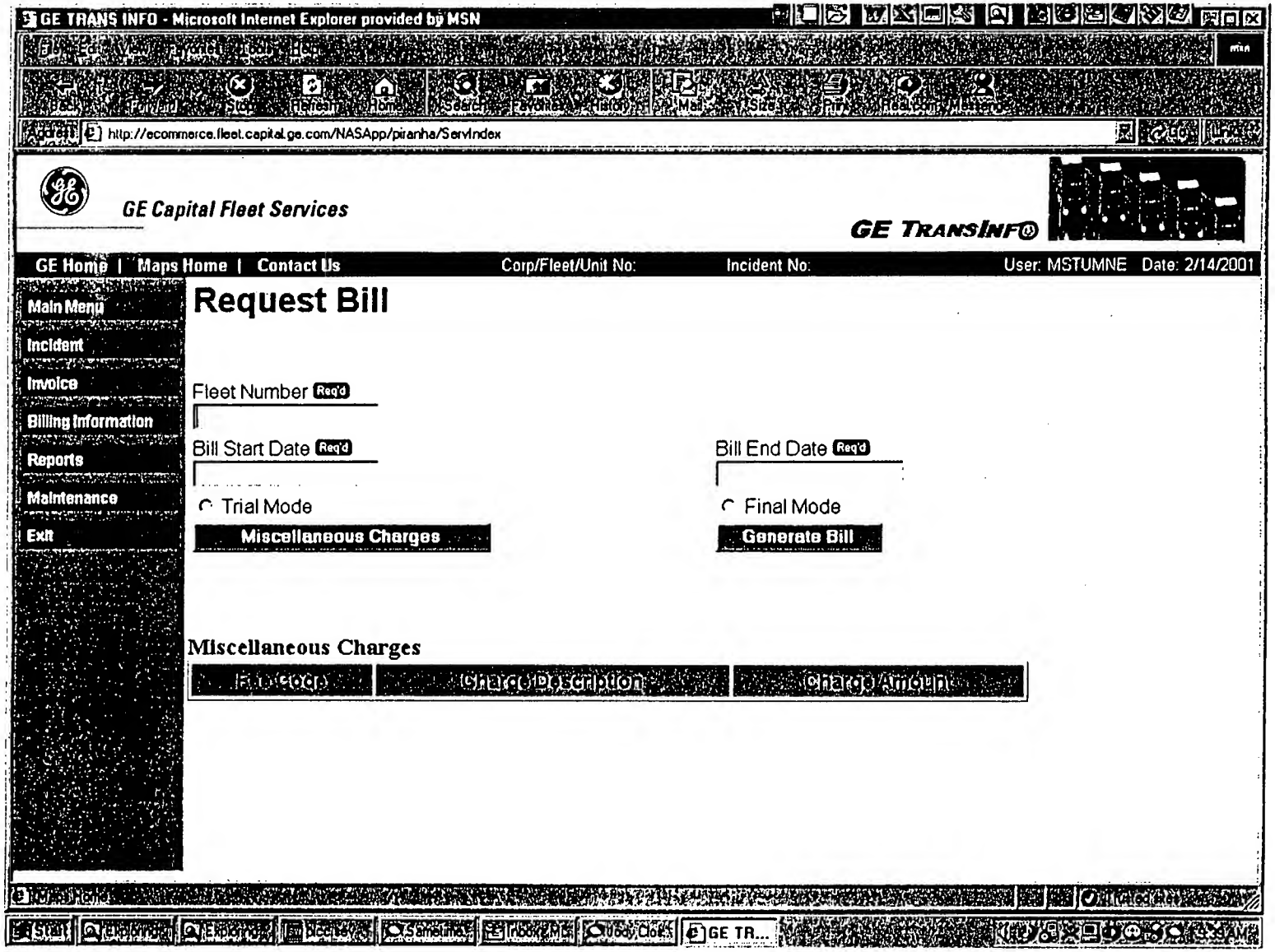


FIG 23
Figure 23



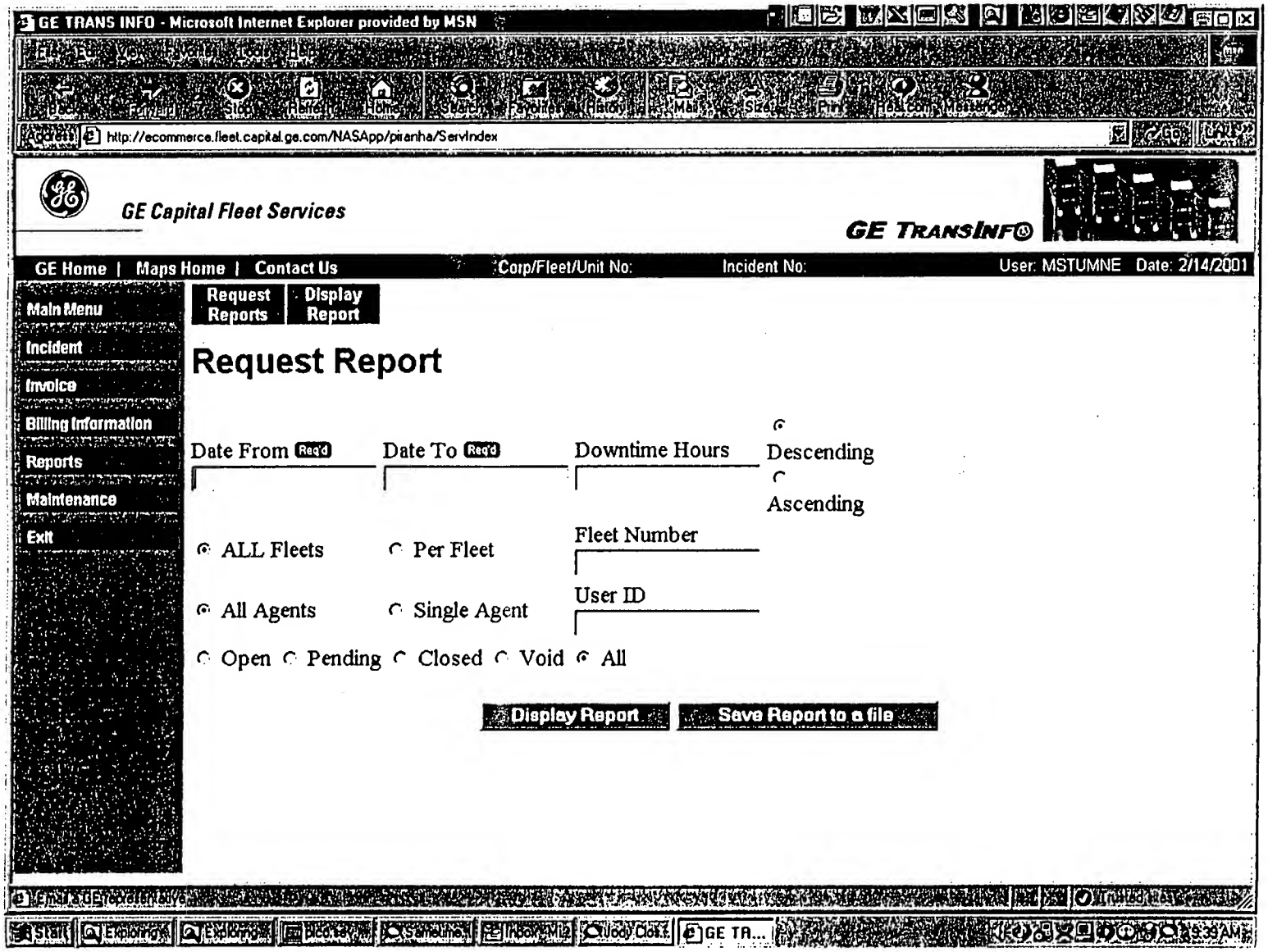
TO524O" 24BT+860

Figure 24



10/2h0" 2h8Th860

Figure 25



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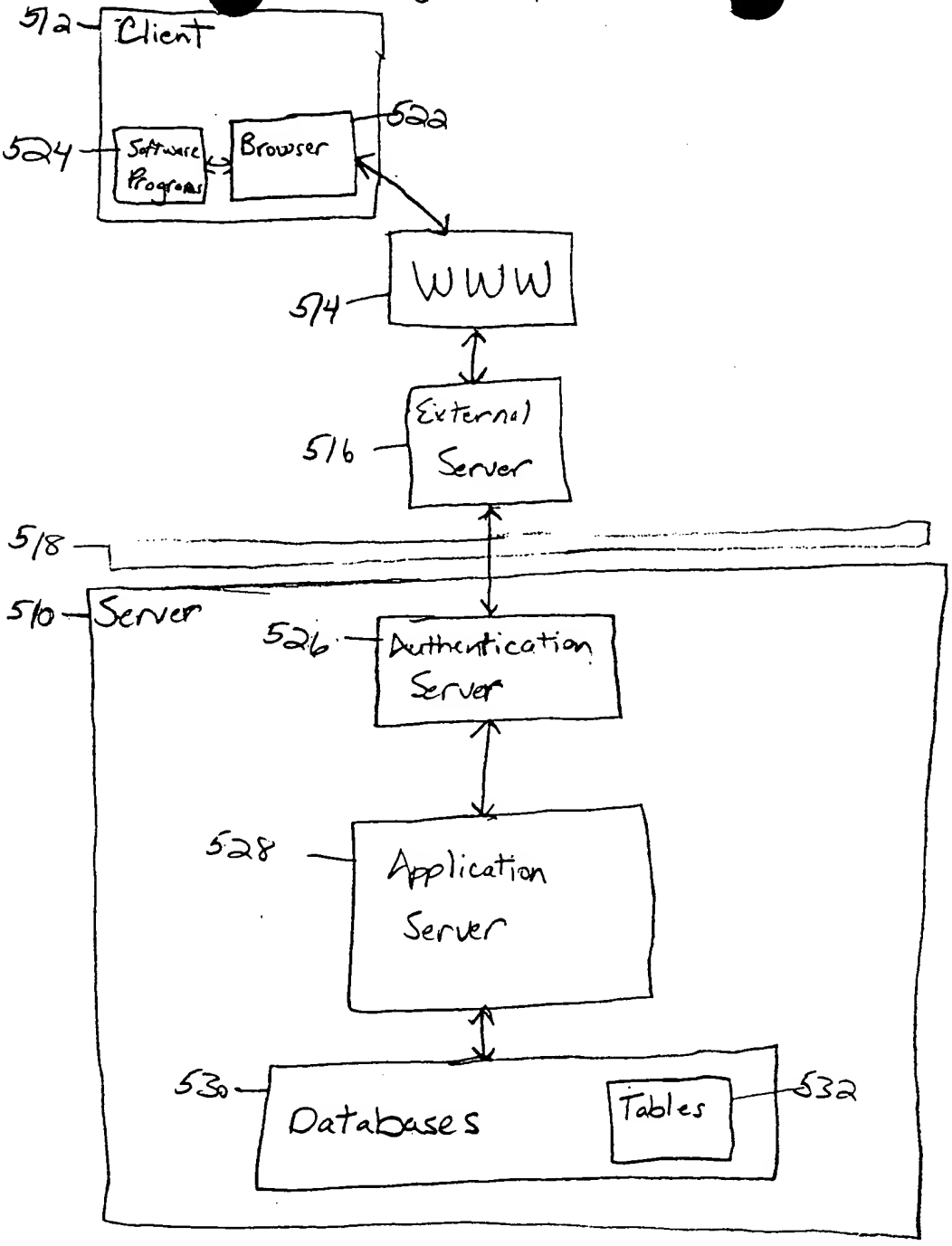

Patent Application Docket No. 0425.0